

FIG. 1

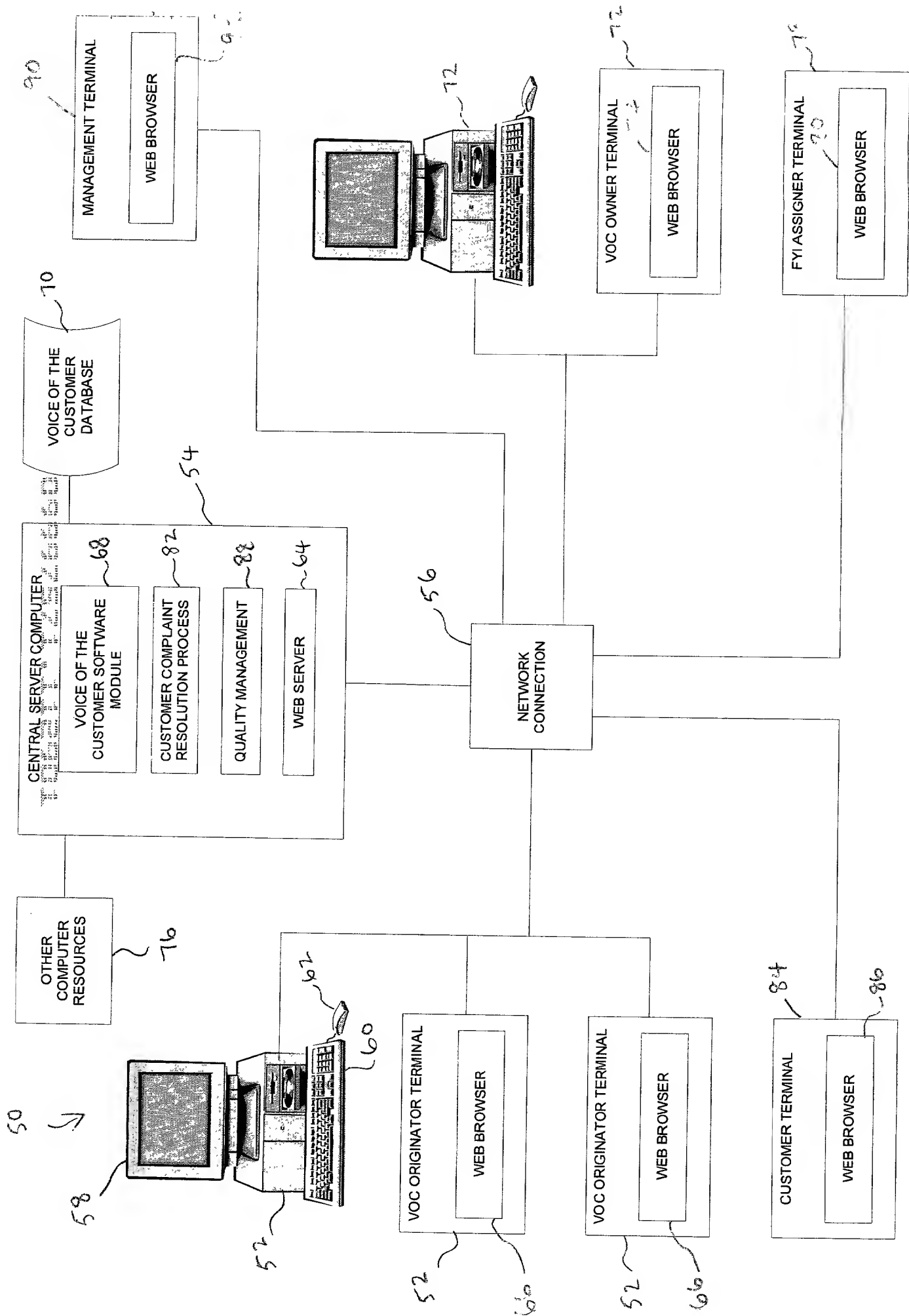


FIG. 2

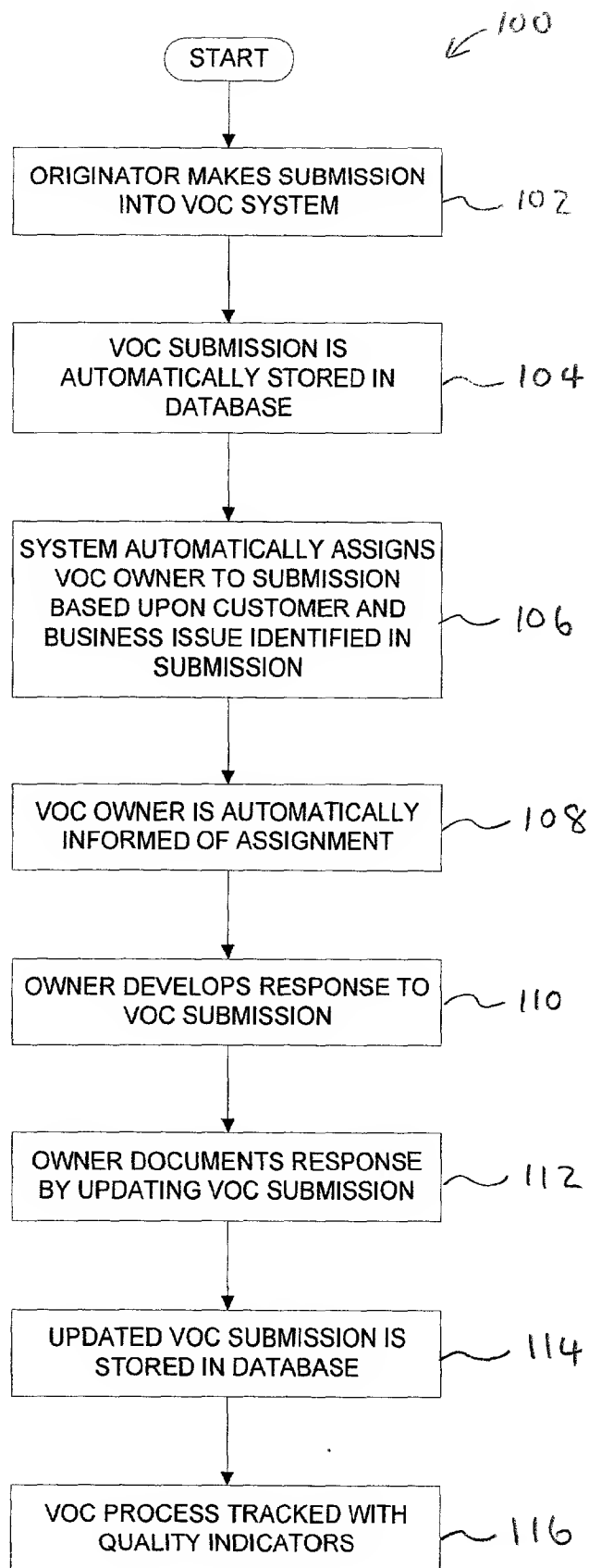


FIG. 3

152

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CATEGORY	DESCRIPTION	HOW THE INFORMATION IS USED
RESPONSE REQUIRED	CUSTOMER MAKES A SPECIFIC REQUEST WHERE SALESPERSON NEEDS HELP TO ANSWER. FOR EXAMPLE: --STRUCTURED TRANSACTIONS --RISK APPROVALS --ON-SITE UNDERWRITING RESOURCES	FOLLOW THE ESTABLISHED LENDER SALES PCS RESPONSE PROCESS, INCLUDING: --ASSIGN OWNER BY ISSUE --TRACK RESPONSE FOR TIMING AND CONTENT --USE QUALITY INDICATORS TO TRACK PERFORMANCE
FYI	SALESPERSON HEARS INFORMATION VALUABLE TO ORGANIZATION. FOR EXAMPLE: --NEW PRODUCTS --COMPETITIVE INFORMATION --MARKETING MATERIALS --UNDERWRITING SERVICE	MARKETING RESEARCH DEPARTMENT: --SUMMARIZES DATA --DISTRIBUTES TO FUNCTIONAL OWNERS --GATHERS COMMENTS & ACTION ITEMS --COMMUNICATES TO BUSINESS
CUSTOMER COMPLAINTS	SALESPERSON RECEIVES A VERBAL OR WRITTEN EXPRESSION OF DISSATISFACTION	COMPLIANCE DEPARTMENT FOLLOWS CUSTOMER COMPLAINT RESOLUTION PROCESS (CCRP) TO: --ADHERE TO REGULATORY DOCUMENTATION REQUIREMENTS --PROACTIVELY IDENTIFY AND RESOLVE ISSUES --MITIGATE OF CONSUMER COMPLIANCE RISK
EXTERNAL CUSTOMER SUBMISSIONS	INQUIRY SUBMITTED DIRECTLY BY CUSTOMER USING EXTERNAL ACCESS TO VOC WEBSITE	ASSIGN TO VOC OWNER FOR RESPONSE.

FIG. 4

202 204 206 208 210

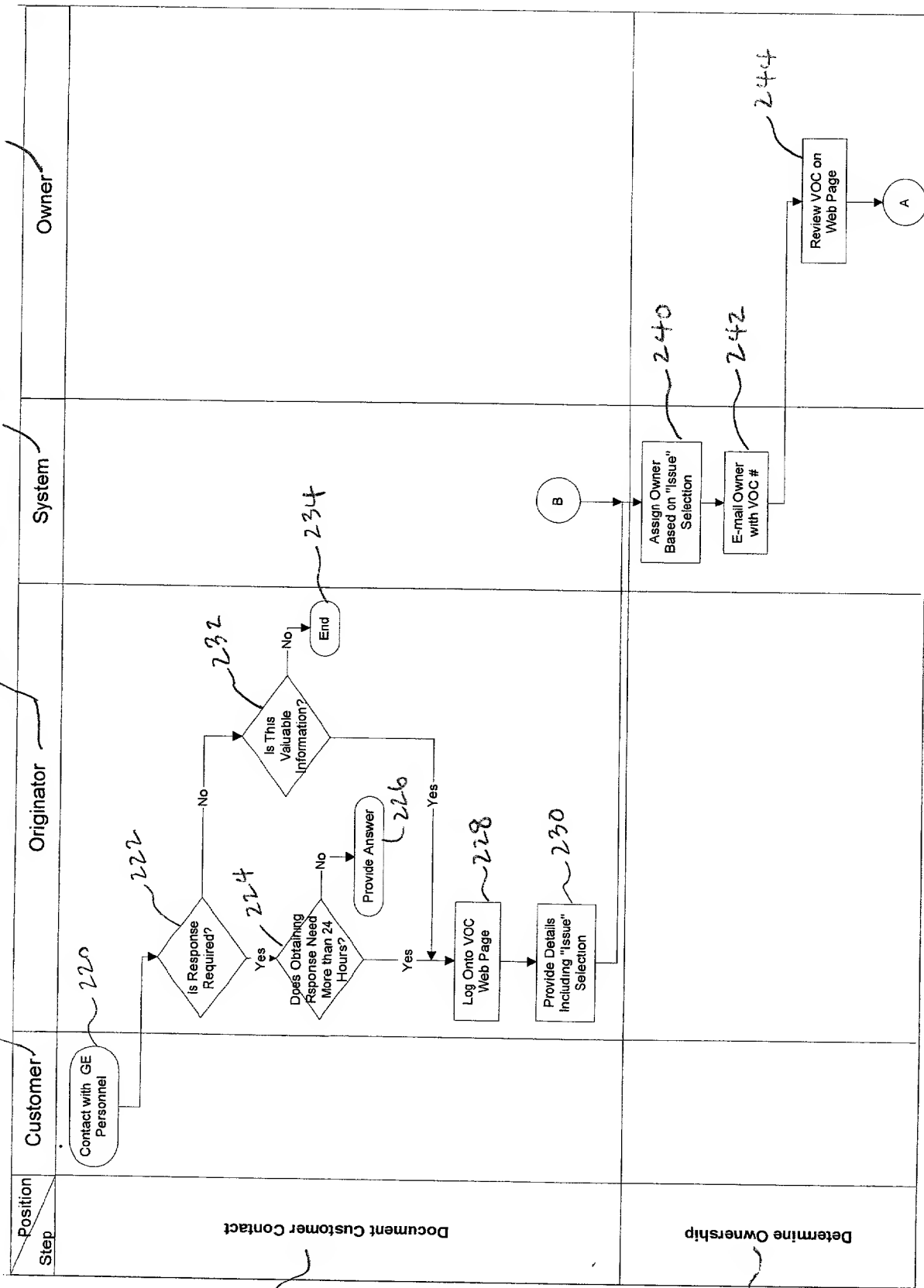


FIG. 5A

202

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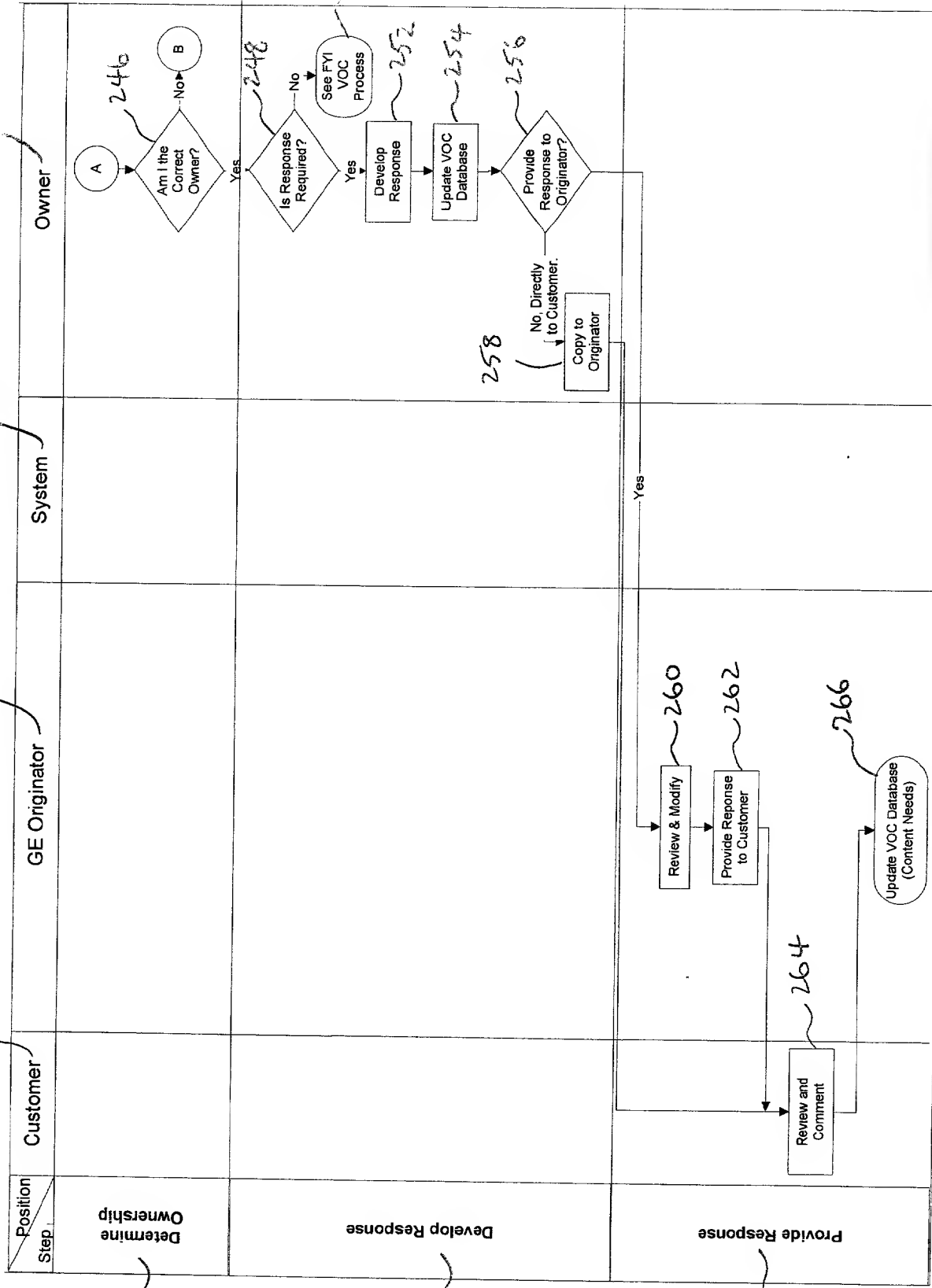



FIG. 5B

300

302



GE Mortgage Insurance

Voice of the Customer

314 ~ Main

316 ~ Add VOC

318 ~ Update VOC

320 ~ User Maintenance

322 ~ Reports

324 ~ Instructions

326 ~ Forms

328 ~ Logout

302 ~

VOC

Welcome test train ~306

No VOCs Assigned to You ~308

No Pending VOCs ~310

No VOC's Open To Customer ~312

FIG. 6

400

GE Mortgage Insurance
Voice of the Customer

Home VOC CCRP



GE Mortgage Insurance
Voice of the Customer

Internal - VOC	
Category: <input type="checkbox"/> Response Required 421	<input type="checkbox"/> FY 422
Creation Date: 07/18/2001 424	<input type="checkbox"/> Complaint 423
Notified Date: 07/18/2001 425	
GE Originator Information	
Name: [train, test] 431	Region: Raleigh 432
Phone: (123) 456-7890 Ext 433	Fax: (123) 456-7890 434
Org#: B22222 441	Org Information 443
Get Lender 442	Get Lender Name 444
Lender: 445	
Customer Information	
Contact: 451	Add Additional Info 455
Phone: 452	Channel: 453
Fax: 454	Title: 456

410

150

FIG. 7A

Comments:		Additional Docs:	
<div>451</div>		<div><input type="checkbox"/> Yes (Fax To Owner) 459</div>	
UW Product Type:		Response Required Information	
<div>458</div>		<div>11/1/01 (MM/DDMM) 461</div>	
		<div>11/5/01 (MM/DDMM) 462</div>	
		<div>Risk-National Accounts 463</div>	
Date Response Due To Originator:		Owner:	
		<div>Krueger, Jim 464</div>	
Date Response Due To Customer:		Owner Fax:	
		<div>(919) 848-3168 465</div>	
Issue:		Has Owner been Emailed?:	
		<div>No 466</div>	
Would you like to copy anyone on the Email?:		Yes:	
		<div>Yes 467</div>	

FIG. 7B

FYI Required Information

Issue:

Risk-National Accounts 471

Assigner:

Roberta Stike 472

Assigner Fax:

(919) 387-3923 473

Competitor:

Multiple Competitor M/C's 474

Would you like to copy anyone on the Email?:

☐ Yes 475

490

492

494

Save Email

Save VOC

Print VOC

Additional Customer Info (Optional)

Business Name:

481

Address:

482

City:

483

State:

484

Zip:

485

Email:

486

Cert No:

487

Return to Customer Info

488

FIG. 7C

500

GE Mortgage Insurance Voice of the Customer

Home

VOC

CCRP

VOC

Main

Add VOC

Update VOC

User Maintenance

Reports

Instructions

Forms

Logout

Response Required Information

VOC #:
11603 — 521

Originator Name:
Mark DeWitt — 522

Originator Due Date:
10/22/01 — 523

Owner Information

Owner Name:
Scott Hammond — 531

Owner Fax:
(919) 870-2316 — 532

Date Owner Received VOC:
Today — 534

Notes:
533

Answer given to Originator:

535

Date Answer Given to Originator:
Today — 536

Would you like to send a copy of the answer to the Originator?
☐ Yes — 537

510

520

530

539

FIG. 8A

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540

Notes:

541

Sales Information

Answer given to Customer:

542

Date Answer Given to Customer:

543

Today

544

Customer Needs Met?

545

Save

Print

550

552

FIG. 8B

FIG. 9A

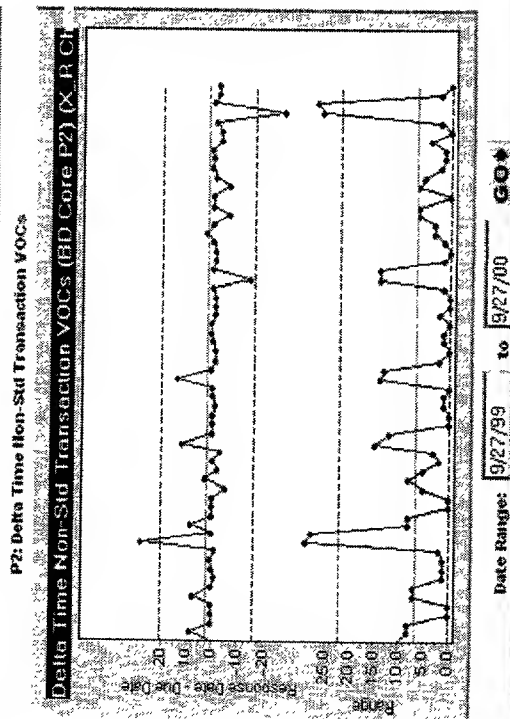
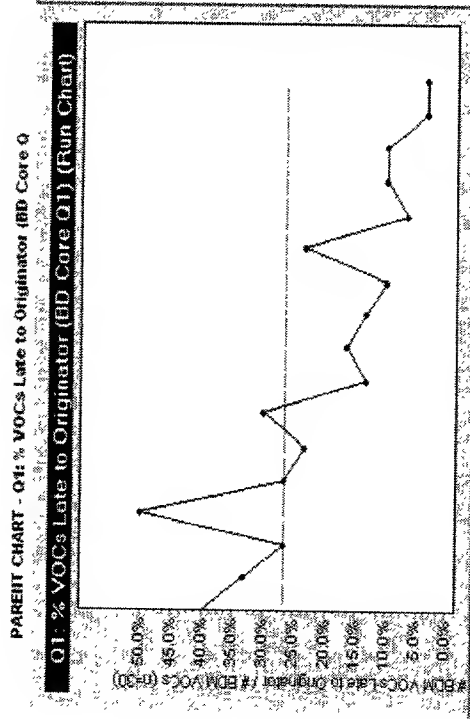


FIG. 9C

FIG. 9B

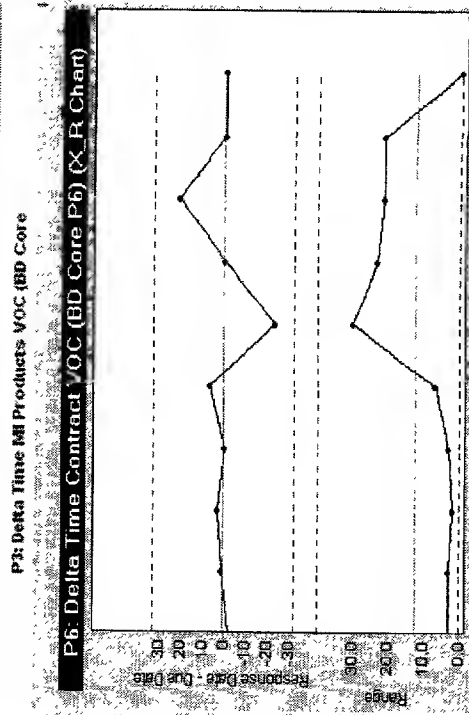
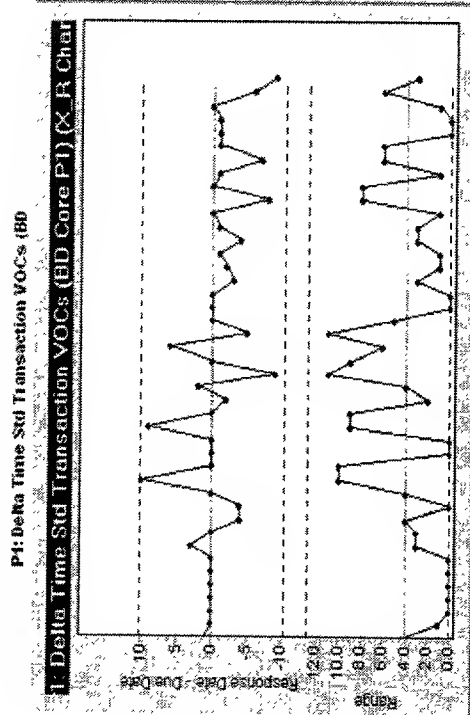


FIG. 9D



GE Mortgage Insurance
Voice of the Customer

- Home
- VOC
- CCRP
- +CRM
- Main
- Add VOC
- Update VOC
- User Maintenance
- Reports
- Instructions
- Forms
- Logout

RESPONSE REQUIRED SEARCH

Multi Controlling Org: OR

Lender Name:

Originator Name:

Owner Name:

Channel:

Region:

Issue:

Response To Customer Status:

Response To Originator Status:

View Select: Customer View

Notify Start Date: 10/01/2001

Notify End Date: 10/15/2001

SORT OPTIONS

First Sort:

Second Sort:

Third Sort:

Fourth Sort:

Fifth Sort:

FIG. 10

REPORT'S VOC Screen - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back

Forward

Stop

Search

History

Favorites

Links

Address

http://dev-vocapp.gecmc.ge.com/Default.asp

GE Mortgage Insurance

Voice of the Customer

CUSTOMER RESPONSE REQUIRED SEARCH RESULTS

From Period Starting: 11/01/2001 to: 11/27/2001

VOC #	Lender	Originator	Owner	Customer Due Date	Actual Response Date
Notify Date	Channel	Region	Issue		
9007	UNKNOWN LENDER	train,jest	Owner, F.YI	12/2/01	
11/27/01	NA-West	Raleigh	Certlink		
N/A	N/A				
This is demonstration of the VOC Response Required reports.					
This is the note section.					
This is the actual answer given to the customer					
9008	INTERNAL VOC	train,jest	Owner, F.YI	12/15/01	
11/27/01	Raleigh	Raleigh	E-Business		
N/A	N/A				
This is a test of the internal VOC of a Response Required Report					
Sales notes section					
Sales answer section					

Search Results: 1-2

Back To Filter Criteria

Back To Report Menu

Done

Internet

FIG. 11

820

FIG. 12

